

Vacancy No:	IC_002_2023
Post Title and Level:	Individual Contractor – administrative support
Organizational Unit:	UNSSC Knowledge Centre for Leadership and Management (KCLM)
Duty Station:	Turin, Italy
Duration:	Up to a maximum of 180 days in a 12-month period
Terms of remuneration	100€ per day
Deadline for Application:	24 February 2022

At the United Nations System Staff College (UNSSC), the paramount consideration in the recruitment and employment of staff is the necessity of securing the highest standards of efficiency, competence and integrity, with due regard to geographic diversity. All employment decisions are made on the basis of qualifications and organizational needs. UNSSC is committed to creating a diverse and inclusive environment of mutual respect. The United Nations recruits and employs staff regardless of gender identity, sexual orientation, race, religious, cultural and ethnic backgrounds or disabilities. Reasonable accommodation for applicants with disabilities may be provided to support participation in the recruitment process when requested and indicated in the application.

Organization Context:

The United Nations System Staff College (UNSSC) is the UN's system-wide knowledge management and learning institution created by the General Assembly to fostering a cohesive management culture across the UN system. UNSSC's mission is to contribute to a more effective, results-oriented and agile UN through learning, training and knowledge dissemination. UNSSC is known for enabling the diverse staff of the UN system to learn together, share experiences, and formulate joint solutions to the challenges facing the UN. Beyond bringing together UN staff from across the system through its learning and training offerings, UNSSC's comparative advantage lies in its ability to provide an inter-agency perspective based on its wide and varied engagement with different entities within the UN system and beyond, hence fostering unique dialogue spaces in the spirit of multi-stakeholder collaboration. Its programmes are funded from three distinct sources: participant fees, contracts with UN agencies/entities, and donor grants.

In Fall 2017 the College established the Knowledge Centre for Leadership and Management (KCLM) to consolidate its expertise in management and leadership development, align it with the UN System Leadership Framework recently adopted by the CEB, and grow its portfolio in this area. The objective of the Centre is to contribute to forging a common UN leadership and management culture for the 2030 Agenda by providing UN staff with world-class learning opportunities in core professional, management and leadership skills in line with the UN System Leadership Framework. KCLM is the largest team of learning specialists and professionals at UNSSC, committed to embodying the leadership principles and behaviours outlined in the UN System Leadership Framework in the way we work and learn together.

Responsibilities

The incumbent will serve as a Programme Assistant to the UNSSC Knowledge Centre for Leadership and Management based in Turin, Italy.

The specific tasks of the Programme Assistant are to:

1. Assistance to the development of coaching services:

- a. Coordinate with the external coaches to administer the coaching sessions to the participants/clients;
- b. Contribute to the development of coaching services as a new UNSSC offering;
- c. Support the maintenance of a roster of coaches with recommendation of their particular strengths and suitability;
- d. Support the KCLM coaching focal point with the distribution of coaches to the various coaches in the KCLM Programmes;
- e. Support the distribution of the coaches' feedback by the participants and contribute to its analysis.

2. Assistance to the delivery of 360-degree assessments:

- a. Support with the coordination of the 360-degree assessment exercises included in the various KCLM Programmes;
- b. Liaise with the 360-degree assessment providers in order to assure the smooth delivery of the exercise;
- c. Support the participants with the timely completion of the 360-degree exercise

3. Assistance to training and learning activities:

- a. Assist with the delivery of online trainings on Zoom by supporting the Team with the Zoom hosting of the programme;
- b. Assist in making arrangements for training courses (online and face-to-face), workshops, learning events, roundtables and meetings, including issuance of invitations, administration of requests for registration into

- courses, preparation of attendance lists and agenda, correspondence with participants and any follow-up action;
- c. Provide general support services at workshops, training courses (online and face-to-face) and meetings, including assisting in the preparation of background material and documentation, registration and communication with participants before, during and after (where needed) the activities, booking of hotel, printing of training materials, rental and setting-up of training rooms and technical equipment, consolidation of post-training evaluation, etc.;
 - d. Coordinate and assist coffee breaks preparations; liaise with internal services for security and IT; arrange transportation service and hospitality arrangements;
 - e. Assist in liaising with vendors and service providers, including searching and negotiating best rates with hotels, restaurants, catering, suppliers, transportation companies, etc.;
 - f. Assist in arranging travel for UNSSC staff, consultants and workshop participants and other related actions, ensuring that visas, DSA, medical and security clearance are obtained on time;
 - g. Assist in procurement and recruitment for respective trainings, where needed;
 - h. Inform and remind responsible staff of follow-up dates and deadlines for response or specific actions; compile, format and distribute documents.
 - i. Input, maintain and update activities related data in UNSSC learning platforms, Customer Relationship Management (CRM) system and related databases;

4. Support UNSSC information management tools:

- a. Analyse and file electronically all incoming correspondence; contribute to maintaining the team's filing system for training activities and ad-hoc projects in both hard copies and electronically as required;
- b. Keep track of consultants, contracts, payments and assist in the preparation of related documents;
- c. Receive, record and identify subject matter of incoming correspondence, attaching background materials, taking action on routing correspondence;
- d. Note correspondence, memoranda, briefs and facsimile;
- e. Keep the calendar of activities updated;
- f. Organize phone and video conferences as requested;

5. Perform any other job-related activity required.

Indicators for the evaluation of outputs:

- Fully successful coordination in supporting the coaches with the completion of the coaching element in the Programmes;
- Fully successful coordination in supporting the 360-degree assessment exercises;
- UNSSC clients and external providers show overall satisfaction with the services received;

- Fully successful and efficient teamwork and coordination with peers to guarantee continued and reliable administrative services.

Terms of Payment

Payment to the Individual Contractor shall be for a total of 180 working days at Eur 100/day, as outlined in the *Duration of Assignment* table above.

The payment will be made on a monthly basis.

Required Skills and Experience:

Education: High school diploma;

Language and computer skills: Excellent English skills (written and spoken); Proven ability to use Microsoft Office, as well as web-based authoring, web conferencing and learning management tools; Ability to effectively deal with stress occurring in heavy workload periods; Ability to meet deadlines; Collaborative working style; Experience in supporting the design, development and delivery of learning products, especially online learning, is a distinct advantage; Familiarity with communication, learning and social media tools is an advantage; Knowledge of additional UN languages, as well as Italian, is an advantage.

Competencies:

Professionalism: Ability to plan and prioritize effectively during heavy workload periods; ability to report on work; a critical thinking approach; ability to adapt to the demands of varied audiences.

Communication: Excellent written and spoken communication skills.

Teamwork: Strong interpersonal skills; ability to establish and maintain effective working relations with colleagues within and outside the organization.

Submission of applications:

The application (in English) should include the following:

- a duly completed, updated, and signed P11 form (<http://www.unssc.org/sites/unssc.org/files/p11un.doc>)
- a motivation letter elaborating in a concise style why you consider yourself qualified for this position; and

Please apply through the online application form available at <https://www.unssc.org/about/employment-opportunities>